

STUDENT'S PERCEPTION ON THEIR READINESS IN HOUSEKEEPING

**College of Technology and Allied Sciences
BOHOL ISLAND STATE UNIVERSITY
Zamora, Bilar, Bohol**

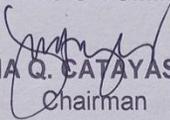
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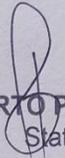
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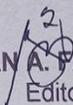
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This thesis entitled “**STUDENT’S PERCEPTION ON THEIR READINESS IN HOUSEKEEPING**”, prepared and submitted by Riza Mae A. Calamba, Ashly Jean Fuentes, Karen D. Talili in partial fulfillment of the requirements for the degree bachelor of Science in Hospitality Management has been examined and recommended for acceptance and approval for oral defense.

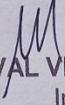
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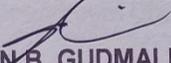

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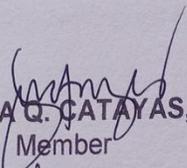

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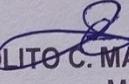

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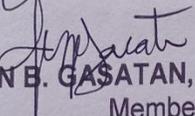
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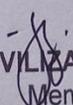
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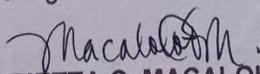

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-The Researcher

TABLE OF CONTENTS

Page	
TITLE PAGE	i
APPROVAL SHEET	ii
ACKNOWLEDGMENT	iii
TABLE OF CONTENTS	v
LIST OF TABLES	vii
LIST OF FIGURES	
viii	
ABSTRACT	ix
Chapter	
1. THE PROBLEM AND ITS SCOPE	
Rationale	1
Literature Background	3
THE PROBLEM	
Statement of the Problem	15
Significance of the Study	16
RESEARCH METHODOLOGY	
Design	17
Environment	17
Participants	18

Instrument	18
Data Gathering Procedure	19
Statistical Treatment	19
OPERATIONAL DEFINITION OF TERMS	21
2. PRESENTATION, ANALYSIS AND		
INTERPRETATION OF DATA	22
3. SUMMARY, CONCLUSIONS AND RECOMMENDATIONS		
Summary of Findings	33
Conclusions	34
Recommendations	35
Action Plan	36
REFERENCES	40
APPENDICES		
Appendix A- Questionnaire	43
Appendix B- Letter Request	55
Appendix C- Documentation	61
RESEARCHER'S BIODATA	62

LIST OF TABLES

Table Page	Description		
1	Profile of the Respondents	23
2.1	Level of Readiness in Butler/Valet Service	24
2.2	Level of Readiness in Providing Housekeeping to Guest	26
2.3	Level of Readiness in Cleaning Public Areas	28
2.4	Level of Readiness in Providing Laundry Service	31
3	Action Plan	37

LIST OF FIGURES

Figure	Page
Theoretical and Conceptual Framework of the Study 14
Map of Bohol 17
Distribution of Participants 18

ABSTRACT

The role of assessment of competence is considered as an opening door for career opportunities that widely processes skills development and training. This housekeeping readiness assessment is conducted to assess the students' skills, knowledge, attitude and work values in different areas of housekeeping such as provision of butler service, housekeeping services, cleaning public areas and laundry services where the task is to collect evidence and make judgements on whether competency has been achieved. This study covered 80 respondents from BSHM 2A, 3A, 3B and 3C selected through purposive sampling method who were of legal age, and are predominantly females and single. The study concluded that the student-respondents are less prepared in various areas of housekeeping namely; providing butler service, providing housekeeping to guests, cleaning public areas, and providing laundry service. Recommendation of this study are aimed at emphasizing the necessity of actual demonstrations and training in order for them to be highly competent and to be more capable of making quality performance leading to success in their future job.

Chapter 1

THE PROBLEM AND ITS SCOPE

Rationale

Housekeeping is vital in establishments like hotels, motels, apartments, hospitals or any business that uses housekeeping as an asset of their growth ranging business. One of its purposes is to provide relaxation, convenience, safety and expressivity that meet the expectation and satisfaction of the guest that has contributed to uplift and maintain the reputation of the business.

The role of housekeeping is so much critical, it needs to be in a minute a way and always attainable. A housekeeper must have a soul of maintaining cleanliness and orderliness into their respective tasks. They should always have a provision of a tidy, comfortable, safe and aesthetically appealing environment. They should upkeep of rooms, public areas and the surroundings. In that way, they create a welcoming and comfortable environment that forms a stronger message of cleanliness in a hospitality operation. No level of service, friendliness or glamour can equal the sensation a guest has upon entering a spotless, tidy and conveniently arranged room. They not only prepare clean guestroom on a timely basis for arriving guest, but also cleans and maintains everything in the hotel so that the property is as fresh and attractive as the day it opened for business. Housekeeping, thus, is an ancillary department that contributes in a big way towards the overall reputation of a property (Roberts 2016).

The curriculum given by the Commission on Higher Education (CHED) Memo in hospitality management courses aims to produce a graduate that is competent in performing and maintaining various competencies in housekeeping services for guest and facility operation. In order to evaluate these competencies, the housekeeping competency assessment is injected to the curriculum for the students to be trained and strengthen their competencies.

The assessment of competence in housekeeping is assessing their skills, knowledge, attitude and work values in different areas of housekeeping such as provision of butler service, housekeeping services, cleaning public areas and laundry services. The students will be judged whether the competency is being achieved. Since hospitality businesses needs a competent employee then an experience from housekeeping competency assessment will level up their competence that leads them to get the job easily.

In line with this, Bachelor of Science in Hospitality Management (BSHM) students in Bilar Campus are required to undergo the housekeeping competency assessment in order for them to be engage, qualitative and skillful individuals. However, BISU-Bilar Campus uses flexible learning as their mode of teaching today. Hence, housekeeping needs an actual demonstration for the purposeful transfer of information. In connection with, this pushes the researchers to conduct the study to assess the level of readiness in housekeeping of Bachelor of Science in Hospitality Management (BSHM) students A.Y. 2021-2022. To identify the areas and skill in which students are more and less prepared and to

pin point areas that need improvement. The result will be a basis in developing action plan for improvement of instruction.

Literature Background

Under the CHED Memorandum Order No. 62, series of 2017 noted that end views of keeping pace with the demands of local and global travel, tourism and hospitality environment to become globally competitive, the following policies, standards and guidelines are hereby adopted and promulgated by the Commission. The program outcomes of Bachelor of Science in Hospitality Management graduate should be able to but not limited to perform and maintain various housekeeping services for guest and facility operations. Apart from the curriculum will be the assessment methods consist of different types of assessments including work projects, oral/written questions, third party report (a form used by the assessor to provide evidence either the student is pass competent/not yet competent), observation checklist (provided by assessors only to record observations to actual candidate performance), practical demonstrations and interviews. This emphasizes on the assessment in Housekeeping of Bachelor of Science in Hospitality Management to assess their capability and level of readiness.

In Section 2 of Republic Act No. 10647 otherwise known as “Ladderized Education Act of 2014”, an Act strengthening the ladderized interface between technical-vocational education and training and higher education, declared the policy of the State to institutionalize the ladderized interface between technical-

vocational education and training (TVET) and higher education to open the pathways of opportunities for career and educational progression of students and workers, create a seamless and borderless system of education, empower students and workers to exercise options or to choose when to enter and exit in the educational ladder, and provide job platforms at every exit as well as the opportunity to earn income. Thus, it is to establish an interface between TESDA, TVET qualifications and BSHM/BSTM Curriculum considering the assessment and certification that is an advantage for the students.

In Section 2 of Republic Act 7796 or known as “TESDA Act of 1994” states that it is TESDA’s mandate to provide relevant, efficient, accessible, and high-quality technical education and skills development in support of the development of globally-competitive Filipino middle level workforce responsive to and in accordance with Philippine development goals and priorities. In connection with, BSHM students must engage in skills training provided by TESDA to hone their capability especially in the area of housekeeping.

Competency assessment is the process of collecting evidence and making judgements on whether competency has been achieved. It focuses in assessing an individual’s skills, knowledge, attitude and work values relative to a unit or cluster of units of competency. Students, workers or any individuals who wants to determine his/her qualification level may apply the assessment. Assessment shall be conducted by TESDA Accredited Competency Assessor.

Training Regulations for the Housekeeping NC II Qualification consists of competencies that a person must achieve to prepare guest rooms, clean public

areas and equipment, provide housekeeping services, provide valet services, handle intoxicated guest, and laundry linen and guest clothes to a range of accommodation services (Training Regulations, 2013). The housekeeping standard practices promote the performance of the housekeeping students. Housekeeping standard practices are also used to provide a framework for developing quality competency checklists or proficiency evaluations for a specific housekeeping assessor for the development of the housekeeping students who are being assessed (Davis, 2014).

Republic Act No. 11058, “An Act Strengthening Compliance with Occupational Safety and Health Standards and Providing Penalties for Violations stated that in order to professionalize, upgrade and update the level of competence of workers, the Technical Education and Skills Development Authority (TESDA) or the Professional Regulation Commission (PRC), as the case may be, shall establish national competency standards and prepare guidelines on competence assessment and certification for critical occupations. In this regard, all critical occupations shall undergo the mandatory competence assessment and certification by the TESDA. In reflection to the study, hotel housekeepers should be trained in accordance with securing safety and health standards as part of the competence.

The rules of a housekeeper are in accordance to Occupational Safety and Health Administration general requirements 29 Code of Federal Regulations (CFR) 1910.22, (1) “all workplaces, passageways, storerooms, service rooms, and walking-working surfaces are kept in a clean, orderly, and sanitary

condition.” The regulation also makes specific mention of keeping floors clean and dry: (2) “Workroom floors are maintained in a clean and, where practicable, dry condition. When wet presses are used, drainage must be maintained and dry standing places, such as false floors, platforms, and mats must be provided.” The regulation also requires that (3) “Walking-working surfaces must be kept free of hazards such as sharp or protruding objects, loose boards, corrosion, leaks, spills, snow, and ice.” In connection with, the study of Burke, et al. (2006) entitled “Relative Effectiveness of Worker Safety and Health Training Methods”, where in the result of their study revealed that as training methods became more engaging, workers demonstrated greater knowledge acquisition, and reductions of accidents, illnesses, and injuries were seen. All methods of training produced meaningful behavioural performance improvements.

John Dewey’s (1998) constructivism learning theory states that students would engage in real-world, practical workshops in which they would demonstrate their knowledge through creativity and collaboration. Students should be provided with opportunities to think from themselves and articulate their thoughts. Dewey called for education to be grounded in real experience. In relation to our study housekeeping competency assessment is an opportunity for the BSHM students to demonstrate their knowledge and skills learned from school and to know if they are competent on the said field. It is also a significant experience that prepares them for the actual housekeeping jobs.

In addition, a Theory for Improvement by Sands (1991) is a set of linked ideas about how to improve aspect of learning. This learner-related improvement

is usually expressed as a goal. The point of developing a theory for improvement is to get everyone onto the same page about the strategies decided collectively will achieve goal and the reasoning that underpins those particular strategies. In relation with the housekeeping competency assessment, it serves as an idea and strategy that helps the group of students to enhance in various areas of housekeeping tasks. This is their goal in undergoing the said assessment.

Moreover, in the Theory of Abraham Maslow's where physiological needs and safety needs are given in a way that a housekeeper's task is to give warmth and rest and so with security and safety of the guest. The housekeepers meet the Esteem Needs and Self-Actualization Needs, among the type of Grow-based Motivation. The functions for this are provision of convenience, independence, economics, sociality, relaxation, and expressivity. Furthermore, through a clean environment the guest should be able to express oneself and recognize the value of oneself through leisure activities and interaction with another guest.

It is required that the hospitality management courses provide their students with intense academic and practical experience. The better experience and capable students will be more successful (Pol and Hemraj, 2015). Actual demonstration is a very effective training method that involves a trainer showing a participant how to perform a task or activity. Through an actual demonstration, trainers may also explain reasoning behind certain actions or provide supplementary information to help facilitate understanding (Hyland, 2012). It also provides students with experiences of real events, phenomena and processes that help them learn, raise their interest and be motivated. Well

defined and extended theoretical education practical experience of students will prepare the hospitality graduates to be able to cope with industry work culture. In housekeeping courses the need of visual demonstration is vital for their learning experiences and competencies that cope with housekeeping work culture.

Apart from, Pinto (2013) explained that what you see is what you believe, and hotel school or any educators can relate this to their teaching & learning process. Practical experience would begin to better comprehend knowledge being delivered to the students. The teaching & learning will be more effective if hotel school students are exposed to real working conditions by practically applying their knowledge. This should be highlighted to the most schools offering BSHM course, especially in the area of housekeeping where the learning that students can get is more on practical and can be applied in a real-life scenario.

Student's experience is acquired from the housekeeping courses. The purpose of these courses is preparing the students to become a teacher candidate of Hotel Accommodation expertise which is also as a professional room attendant. The courses of housekeeping prepare the students in the aspect of affective, cognitive, and psychomotor, such as how to prepare the guest room. One of the skills to prepare it is turn down service aspect. Turn down service has very strong relations with the wish of the hotel's guest, where a room attendant has to give their best service, because it could increase the quality of the hotel itself.

In butler service, they are responsible for offering welcome drink, room orientation, shoe shine, receiving and delivering laundry packing and unpacking

bubble bath, preparation morning service and making guest preference (Sobaih, 2015). It gives such a level of service to guest that builds the desired reputation and reaps the rewards to some hotels. But then butler departments are not always guaranteed success (Ferry, 2011). This suggests that butlers should be competent with the task.

The role of housekeeping is to ensure the comfort and safety of guests while they are staying at a hospitality organization. This is the guest's 'home away from home'. It is essential that a guest is able to enjoy their room in the same manner and with the same ease as they would enjoy in their own house (Hickman, 2012).

The competency standard of cleaning public areas is applying leather upholstery, fabric upholstery, glass surfaces, wet are cleaning, pressure washing, high level cleaning and applying ceilings, surfaces and fittings (Crosbie, 2012).

Laundry service are responsible for collecting dirty clothes on every hotel floor and sending it to laundry site, sorting clothes based on fabric type, color and stain, load the dirty clothes and linens in the washer, drying clothes in the drier and delivering back to the room (Ambrose, 2021). The overall task in the housekeeping areas is a challenge to the students since they are one of the factors that adds satisfaction to the guest when they are already in the job.

Housekeeping department is responsible for cleanliness, tidiness, beauty, and comfort of all those areas and provide the others supporting facility (Wulanto and Hadi, 2014). Andrews (2013), stress that housekeeping department takes

pride in keeping a sparkling hotel to create a home away from home and calls housekeeping as work of silent but large workforce. Besides, the competent professionals providing the housekeeping quality standard practices bring success and credibility and succeed in building and maintaining the right image and reputation of the hotel business (Phillips, 2017). No level of service, friendliness or glamour can equal the sensation a guest has upon entering a spotless, tidy and conveniently arranged room. They not only prepare clean guestroom on a timely basis for arriving guest, but also cleans and maintains everything in the hotel so that the property is as fresh and attractive as the day it opened for business. Housekeeping, thus, is an ancillary department that contributes in a big way towards the overall reputation of a property (Roberts 2016).

Furthermore, the focus of quality in hotels is transferred to service providers, and the quality of services depends on the knowledge, skills, experience, appearance, behavior and other characteristics of employees. Educated, professionally trained, highly motivated and loyal employees create and maintain the quality that affects the satisfaction of the guests (Kimanuka, 2014).

In the study of Cano (2019), entitled “Housekeeping Standard Practices of Resorts in Bohol, Philippines” the resort guests had expressed their satisfaction with the overall service that they received, especially in housekeeping services, cleaning and preparing rooms, and customer service. However, resort guests also encountered some problems while staying in the resort based on the

services rendered by the resort attendants. Thus, room attendants' low performance will negatively impact the quality of service and the desired competitiveness of an establishment. In relation to the study of Poulston (2008) poor training is associated with workplace problems and improving training is likely reduce problems and improves the performance of a person.

In accordance to study of Thomas and Murat (2008) entitled "Housekeeping Manager and The Administration of Housekeeping Service, International Journal of Hospitality & Tourism Administration" concluded that by giving the best service to every customer, it will leave a great impression for the hotel. Through this practice the students will be prepared as a competent room attendant.

Competency-based assessment model on job performance of industrial practice which is implemented in housekeeping department includes the preparatory stage, processes and results according to hotel standard operating procedures. Assessment stage referring to a job performance of turn down service practice in housekeeping department that implemented by an internal and external examiner show the competency achievement is in accordance with hotel performance standards. It is supported by the study of Rohaeni et al. (2019) entitled "Competency-based Assessment Model on Job Performance in Housekeeping Department Apprenticeship", findings showed that the development competency-based assessment model on job performance in housekeeping department apprenticeship include the stages of preparation, process and result practices.

Performance assessment is a very effective evaluation instruments to portray the process, activity, or work method through the observations while the students performing the practice. The competency of the students is in accordance to the hotel standard. The appliance of performance assessment would increase the student abilities. The students would work more active, collaborative, and cooperative, also able to participate in evaluating their development (Jubaedah, 2009). In congruence with Palm (2008), he said that performance assessment has the edge of measuring the skill comprehensively by considering the competence and knowledge that is needed today. Performance assessment demands the students to realize the real duty that represents the whole performance that will be assessed, like preparing the tools, using or crafting the tools, writing data, analyzing and concluding data, designing report and so forth (Uno, 2012).

Miller, et al. (2012) stated that performance assessment with the proper indicator from standard operating procedure will ease the examiner for acquiring more valid and objective data form the test taker. The evaluation instruments are needed in every learning process to acquire the information of achieved purpose target. Jubaedah (2009) in her research entitled “Model Competency Based Assessment Pada Pengembangan Job Performance Public Area Di Housekeeping Department” stated that instrument of evaluation in practice using test in the form of working covers preparing, working process, and result stage that has been appropriated with the National Standard Competency. Model of Competency Based Assessment on Job Performance of Industrial Practice in

Housekeeping Department is the measuring tool to fulfil the demand of Hotel Standard Operating Procedure that can be referred by the internal – mentor/lecturer from the university, and the external – mentor from the hotel. It aims for student work competency achievement as recognized from the hotel or stakeholders and reflected in the quality of graduates.

In this sense, it is necessary to determine the level of readiness of students to take the housekeeping competency assessment. Thus, the result of this study will serve as the basis for improvement of instruction that can eventually improve the quality education in Bohol Island State University- Bilar Campus.

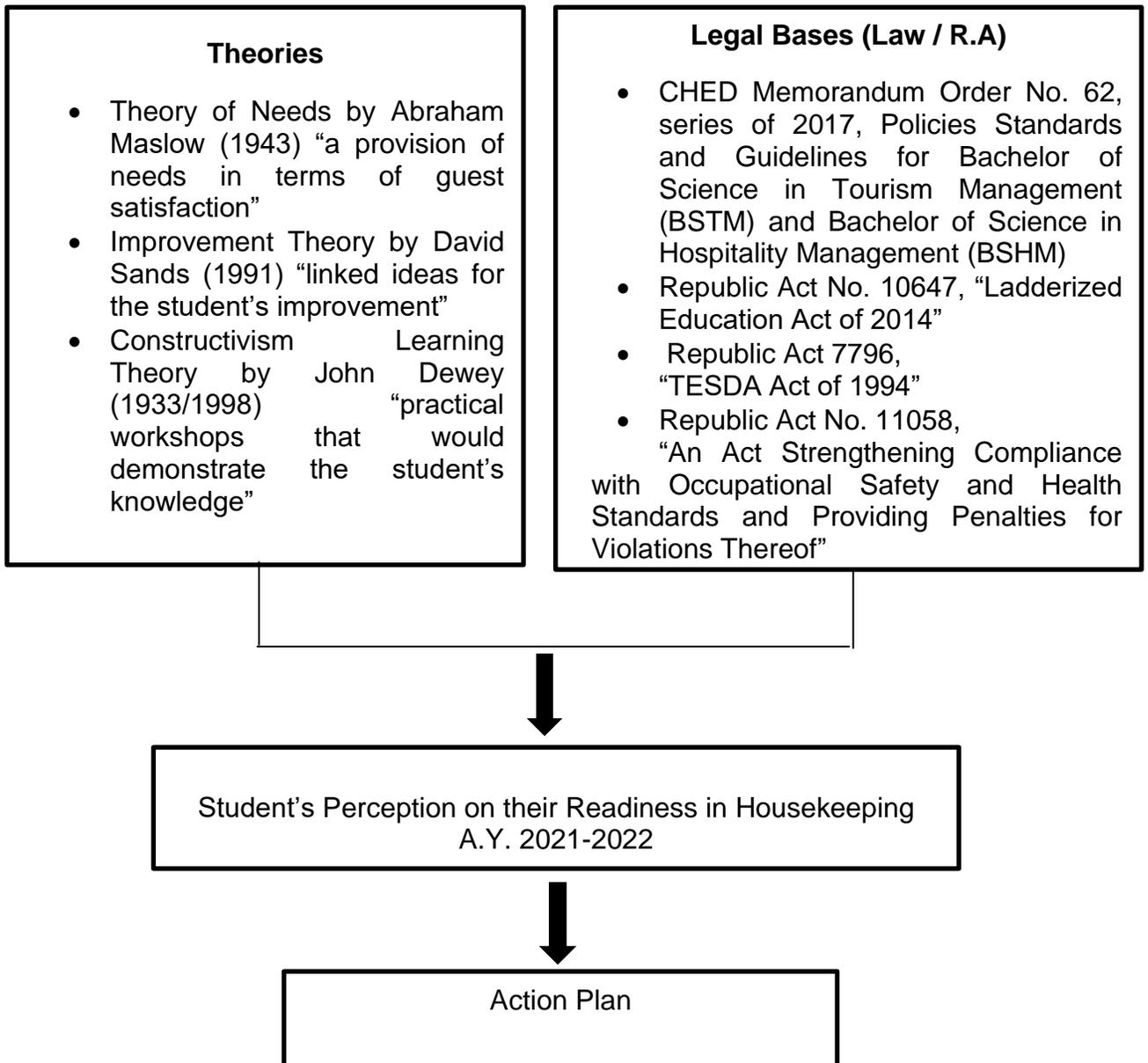


Figure 1. Theoretical and Conceptual Framework of the Study

THE PROBLEM

Statement of the Problem

The main purpose of the study was to determine the level of readiness of the students to take the housekeeping competency assessment in the A.Y 2021-2022.

Specifically, this study sought to answer the following aspects of the problem.

1. What is the profile of the participants in terms of:
 - 1.1 age;
 - 1.2 civil status;
 - 1.3 gender; and
 - 1.4 level & section?
2. What is the level of readiness of students in terms of:
 - a. butler service;
 - b. providing housekeeping;
 - c. cleaning public areas; and
 - d. laundry service?
3. What action plan can be provided for the improvement of instructions based on the results of the study?

Significance of the Study

The findings of this study would be beneficial to the following:

Students. This study would prepare them during the assessment as to what are the things to improve in different areas of housekeeping competence.

Parents. The results of this study would guide their children during the housekeeping competency assessment.

Teachers. The study provides teaching strategies to achieve housekeeping competencies and objective to produce quality and skillful graduates.

Academe. This would be beneficial to the school in order for them to give students best attention in terms with skills development.

School Administrators. This study would give an idea for administrators to get in touch with the teachers to support of providing tool and equipment essential for developing skills for teachers and students.

Future Researchers. This would serve as a guide in their future study and gain data in connection with the competency.

RESEARCH METHODOLOGY

Design

This study employed the descriptive survey method of research. A survey questionnaire was prepared as the main data gathering tool. The descriptive survey method was used to determine the level of readiness in housekeeping of BSHM students A.Y. 2021-2022 for the competency assessment.

Environment

The locale of the study is in the Bohol Island State University- Bilar Campus in the Third District of Bohol particularly in the College of Technology and Allied Sciences (CTAS) Department of Hospitality Management and Industrial Technology, where Bachelor of Science in Hospitality Management (BSHM) is affiliated.



Figure 2. Map of Bohol
Source: Google (n.d.)

Participants

Participants were selected through purposive sampling. This study was limited to eighty BSHM students from 2nd year and 3rd year that would undergo the housekeeping competency assessment in Bohol Island State University- Bilar Campus. The researchers chose the following participants because they would take the assessment in housekeeping in the A.Y. 2021-2022. All sections were equally represented.

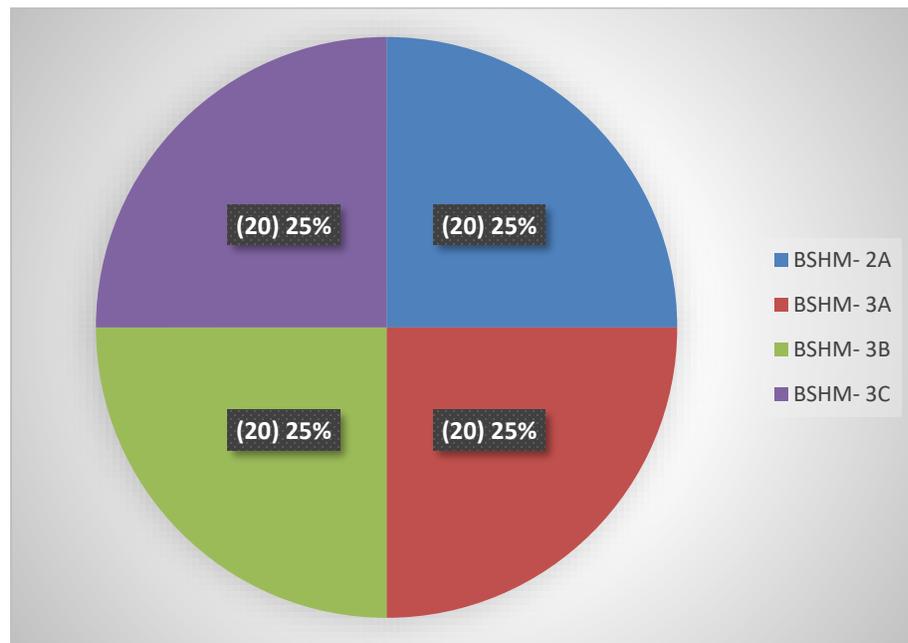


Figure 3. Distribution of Participants

Instrument

The researchers will use a questionnaire patterned or based from the training regulation of Technical Education and Skills of Development Authority

(TESDA). The distribution of questionnaire will be through Google forms. The questionnaire is divided into two sections; Section 1 is the respondent's personal details. Section 2 is the respondent's scaling on their level of readiness in terms of Butler Service, Housekeeping Provision, Cleaning Public Areas and Laundry Service. Each factor has subset indicators that were given the corresponding scaling by the respondent which is highly prepared, prepared, less prepared and not prepared. The instrument scaling used by the researcher will be the Likert Scaling type of questionnaire. It is devised by Renis Likert in 1932.

Data Gathering Procedure

The researchers asked for permission from the Dean of the College of Technology and Allied Sciences and an approval from the Campus Director to conduct the study in Bohol Island State University- Bilar Campus. The questionnaire was distributed through Google Forms for the respondents since the study was conducted during the pandemic. Subsequently, the responses were collected and analyzed.

Statistical Treatment

This study used the following statistical tools:

To determine the profile of the respondents and the frequency of their answers on the listed items in the questionnaire, percentage was used. It is

derived by dividing the frequency of responses by the number of cases and then multiplying the dividend by 100. The formula is:

$$P = \frac{f}{n} \times 100$$

Where: P = percentage

f = frequency of responses

n = number of cases

100 = constant multiplier or total percentage

To gauge the average value of responses to items in the questionnaire, weighted mean score will be used. The formula is:

$$WMS = \frac{\sum x}{n}$$

Where: WMS = weighted mean score

$\sum x$ = summation of frequency of scale value x

n = number of cases

OPERATIONAL DEFINITION OF TERMS

This study made use of the following conceptual and operational definition of terms for ease in understanding the whole study:

Competency Assessment. It is an evaluation tool for the assessor and students to ensure efficiency and proficiency during their assessment.

Housekeeper. Maintains the cleanliness and orderliness into their respective task.

Housekeeping. Asset of the hospitality industry.

Level of Readiness. Students' adequate capabilities and skills.

Performance Assessment. It is an effective evaluation instruments to portray the process, activity or work method through the observations while the students performing the practice.

Standard Operating Procedures. Abbreviation of SOP. The standard practices to be performed by housekeeping students.

Technical Education and Skills Development Authority. Abbreviation of TESDA. Establish national competency standards and prepares guidelines on competence assessment and certification for critical occupations.

Training. Improve the skills and capabilities of the students.

Chapter 2

PRESENTATION, ANALYSIS AND INTERPRETATION OF DATA

This chapter deals with the presentation, analysis and interpretation of the data collected through the questionnaire answered by the 80-2nd year and 3rd year BSHM students. These students were identified through purposive sampling method. Initially the problem seeks to determine the profile of the respondents (students) in terms of age, sex, year level and civil status. Secondly it illustrates the response of the respondents regarding the students' level of readiness in housekeeping in terms of providing butler/valet service, providing housekeeping to guests, cleaning public areas and providing laundry service. The study was conducted in the period of October to November 2021.

Profile of the Respondents

Table 1 shows the profile of the respondents. Majority of the respondents belongs to 18 to 20 years old with the percentage of 68.8% and the rest of the respondents belongs to 21 years old and above with the percentage of 31.3%. Out of 80 respondents 45 or 56.3% were females and 35 or 43.8% were males. Pertaining to each year level and section, it has frequency of 20 or 25 percent from 2A, 3A, 3B and 3C. As to civil status, all of the respondents were single.

Table 1
Student
Profile of the Respondents
N=80

	Frequency (f)	Percentage (%)
Age		
18-20 years old	55	68.8
21 and above	25	31.33
Gender		
Male	35	43.8
Female	45	56.3
Year Level		
2A	20	25
3A	20	25
3B	20	25
3C	20	25
Civil Status		
Single	80	100
Married	0	0

Student’s Level of Readiness in Providing Butler/Valet Service

Table 2.1 displays the student’s level of readiness in terms of providing butler/valet service.

In providing butler/valet service, the presentation revealed the highest weighted mean in this area is item no. 9 “Clean shoes correctly as per guest instruction” with the weighted mean of 2.66, interpreted as “Prepared”. The lowest weighted is item no. 17 “Comply with legislative requirements as per alcoholic regulations” portrays as “Not Prepared”. The findings showed that the overall mean is 1.89 that reach a certain range that elaborates as “Less

Prepared” based on the descriptive interpretation. In line with these results, the students are less prepared in providing butler service. According to Ferry (2011), butler departments are not always guaranteed success if butlers are not competent with the task. Competent butlers give such a level of service to guests that builds the desired reputation and reaps the rewards to some hotels.

Table 2.1
Students Level of Readiness in Providing Butler Service
N= 80

Providing Butler/Valet Service	WM	Descriptive Interpretation
1. Define role of valet in accordance with establishment standards.	1.93	Less Prepared
2. Prepare and deliver valet services.	1.89	Less Prepared
3. Record valet services.	1.79	Less Prepared
4. Enhance rapport establish and feelings of goodwill between the guest and the establishment through principles of good communication.	1.9	Less Prepared
5. Access and utilize knowledge of individual guest’s record to provide personalized and quality valet service.	1.89	Less Prepared
6. Follow valet grooming and communication in accordance with establishment standards.	1.51	Not Prepared
7. Set the guest luggage in a room in accordance with guest instructions.	2.06	Less Prepared
8. Prepare and present guest clothes appropriately ready for guest use.	2.55	Prepared
9. Clean shoes correctly as per guest instruction.	2.66	Prepared
10. Assess level of intoxication of guest in accordance with industry procedure.	1.69	Less Prepared
11. Offer assistance politely to intoxicated guest in line with enterprise procedure.	1.79	Less Prepared
12. Refer urgently difficult situation to immediate boss as per enterprise regulations.	1.76	Less Prepared
13. Handle carefully the intoxicated guest lying on the floor by not touching instead watches him in line with enterprise practice.	1.75	Not Prepared
14. Seek immediate assistance from hotel security personnel for the situations that poses a threat to safety and security according to enterprise procedure.	1.79	Less Prepared
15. Analyze and apply procedures carefully and explain politely to the guest the situation using appropriate communication skills and in accordance with organizational	1.9	Less Prepared

policy.		
16. Deal with intoxicated persons and underage drinkers with caution and care in compliance with legal regulations and in line with industry practice.	1.68	Not Prepared
17. Comply with legislative requirements as per alcoholic regulations.	1.62	Not Prepared
OVERALL MEAN:		1.89
		Less Prepared
INDICATORS:	Range	Descriptive Interpretation
	3.26-4.00	Highly Prepared
	2.51-3.25	Prepared
	1.76-2.50	Less Prepared
	1.00-1.75	Not Prepared

Student’s Level of Readiness in Providing Housekeeping to Guests

Table 2.2 presents the analysis of data of the students’ readiness in terms of providing housekeeping to guests.

The presentation of the results shows that the highest weighted mean is item no. 28 “Collect and store guest’s belongings left in vacated rooms in accordance with lost and found establishment procedures” with the weighted mean of 2.69 interpreted as “Prepared” On the contrary, lowest weighted mean is item no. 12 “Liaise with other staff and department to provide support services.’ with the weighted mean of 1.46 and interpreted as “Not Prepared”. Hence, the findings showed an overall mean of 2.09, interpreted as “Less Prepared”. In line with these results, the students are less prepared in providing housekeeping to guests. According to Cano (2019), room attendants' low performance will negatively impact the quality of service and the desired competitiveness of an establishment. This study found out that if the students are not prepared enough, it will affect their job performance in the future.

Table 2.2
Students Level of Readiness in Providing Housekeeping to Guests
N= 80

Providing Housekeeping to Guests	WM	Descriptive Interpretation
1. Accept and record guest/staff housekeeping requests and service delivery in accordance to enterprise policies and procedure.	2.55	Prepared
2. Confirm and note details of requests made in accordance with enterprise procedures.	2.61	Prepared
3. Made apology where a request has arisen from a delayed delivery of service.	2.46	Less Prepared
4. Refer requests not related to housekeeping to appropriate department.	2.51	Prepared
5. Identify service/item obtained through liaison with other staff in accordance with enterprise procedures.	2.45	Less Prepared
6. Locate and deliver required items to guest room in accordance with enterprise procedures.	2.45	Less Prepared
7. Set up equipment in guest room in accordance with the request of the guest.	1.9	Less Prepared
8. Remove from guest room requested items in accordance with enterprise procedures.	1.6	Not Prepared
9. Advise guest on services and items available through housekeeping department.	1.51	Not Prepared
10. Advise guest on use of items delivered to guest room.	2.6	Less Prepared
11. Demonstrate to guest the proper use of delivered item to the guest room.	2.5	Less Prepared
12. Liaise with other staff and department to provide support services.	1.46	Not Prepared
13. Select correct cleaning, supplies and equipment required for servicing rooms and prepared for use.	2.41	Less Prepared
14. Identify accurately supplies for trolleys and selects or orders in sufficient numbers in accordance with establishment procedures.	1.59	Not Prepared
15. Safely load trolleys with adequate supplies in accordance with establishment procedures.	2.51	Prepared
16. Identify correctly rooms requiring service based on information supplied to housekeeping staff.	2.41	Less Prepared
17. Access rooms in accordance with the establishment's customer service and security procedures.	1.59	Not Prepared
18. Strip beds and mattresses, pillows and linen are check for stains and damage rooms are check whether guests left any valuables.	1.6	Not Prepared
19. Segregate immediately Items with stains and forward to the Laundry Department for proper processing.	2.46	Less Prepared
20. Replace bed linens in accordance with establishment standards and procedures.	2.62	Prepared

21. Clean rooms in correct order and with minimum disruption to guests.	1.56	Not Prepared
22. Clean and check all furniture, fixtures and fittings in accordance with establishment procedures and hygiene/safety guidelines.	2.44	Less Prepared
23. Check, replenish or replace room supplies, in accordance with establishment standards.	1.59	Not Prepared
24. Identify pests promptly and appropriate action is taken in accordance with safety and establishment procedures.	1.5	Not Prepared
25. Check rooms for any defects and are accurately reported in accordance with establishment procedures.	2.39	Less Prepared
26. Record damage items are in accordance with establishment procedures.	2.45	Less Prepared
27. Report promptly any unusual or suspicious person, item or occurrence in accordance with establishment procedures.	2.64	Prepared
28. Collect and store guest's belongings left in vacated rooms in accordance with lost and found establishment procedures.	2.69	Prepared
29. Clean trolleys and equipment after use in accordance with safety and establishment procedures.	2.66	Prepared
30. Store correctly all items in accordance with establishment procedures.	2.55	Prepared
31. Assess level of intoxication of guest in accordance with industry procedure.	1.52	Not Prepared
32. Offer assistance politely to intoxicated guest in line with enterprise procedure.	1.72	Not Prepared
33. Refer urgently difficult situation to immediate boss as per enterprise regulations.	1.81	Less Prepared
34. Handle carefully the intoxicated guest lying on the floor by not touching instead watches him in line with enterprise practice.	2.12	Less Prepared
35. Seek immediate assistance from hotel security personnel for the situations that poses a threat to safety and security according to enterprise procedure.	2.04	Less Prepared
36. Analyze and apply procedures carefully and explains politely to the guest the situation using appropriate communication skills and in accordance with organizational policy.	2.25	Less Prepared
37. Deal with intoxicated persons and underage drinkers with caution and care in compliance with legal regulations and in line with industry practice.	1.88	Less Prepared
38. Comply with legislative requirements as per alcoholic regulations.	1.5	Not Prepared
OVERALL MEAN:	2.09	Less Prepared

INDICATORS:	Range	Descriptive Interpretation
	3.26-4.00	Highly Prepared
	2.51-3.25	Prepared
	1.76-2.50	Less Prepared
	1.00-1.75	Not Prepared

Student's Level of Readiness in Cleaning Public Areas

Table 2.3 presents the analyzed data on respondents' readiness in cleaning public areas.

The presentation revealed that the highest mean in providing cleaning public areas is item no. 1 "Select equipment according to type of cleaning to be done.' with the weighted mean of 2.78, interpreted as "Prepared". On the other hand, the lowest weighted mean of 1.56 item no. 25 "Comply with legislative requirements as per alcoholic regulations" and interpreted as "Not Prepared". The findings showed that the overall weighted mean of the providing Cleaning Public areas is 2.16, interpreted as "Less Prepared". In line with these results, the students are less prepared in cleaning public areas. The students are challenged to carry out routine preventive maintenance or arranged in accordance with enterprise procedures and so with offering assistance to intoxicated guest in line with enterprise procedure. The study of Rahman (2014) highlighted the importance of work experience as an integral part of the curriculum in affecting student's preparedness.

Table 2.3
Students Level of Readiness in Cleaning Public Areas

N= 80

Providing Cleaning Public Areas	WM	Descriptive Interpretation
1. Select equipment according to type of cleaning to be done.	2.78	Prepared
2. Check all equipment if clean and in safe working condition prior to use.	2.72	Prepared

3. Select and prepare suitable dry and wet cleaning agents and chemicals in accordance with manufacturers and relevant occupational health and safety requirements.	2.05	Less Prepared
4. Select and use protective clothing where necessary.	2.38	Less Prepared
5. Assess use furniture, fixtures, ceilings and walling materials.	2.39	Less Prepared
6. Select appropriate cleaning equipment and chemicals in accordance with the type of material used.	2.18	Less Prepared
7. Apply cleaning technique on furniture and walling materials in accordance with type of material used.	2.16	Less Prepared
8. Apply appropriate procedures in accordance with the technique.	2.61	Prepared
9. Clean and store equipment and chemicals properly in accordance with manufacturer's specifications and requirements.	2.64	Prepared
10. Prepare wet and dry areas for cleaning and hazards are identified and assessed.	1.98	Less Prepared
11. Barricade or warning signs place in the work area as appropriate, to reduce risk to colleagues and customers.	2.01	Less Prepared
12. Select and apply cleaning agents or chemicals on specific areas in accordance with manufacturer's recommendations, safety procedures and establishment policies and procedures.	2.39	Less Prepared
13. Use safe equipment in accordance with manufacturer's recommendations.	2.56	Prepared
14. Dispose off garbage and use chemicals in accordance with hygiene, safety and environmental legislation requirements.	2.45	Less Prepared
15. Clean equipment after use in accordance with enterprise requirements and manufacturer's instructions.	2.6	Prepared
16. Carry out routine preventive maintenance or arranged in accordance with enterprise procedures.	1.7	Less Prepared
17. Identify and report defects in accordance with establishment procedures.	2.6	Prepared
18. Store equipment in the designated area and in a condition ready for re-use.	2.34	Less Prepared
19. Store and control chemicals in accordance with health and safety requirements.	1.68	Not Prepared
20. Assess level of intoxication of guest in accordance with industry procedure.	1.78	Less Prepared
21. Offer assistance politely to intoxicated guest in line with enterprise procedure.	1.69	Not Prepared
22. Refer urgently difficult situation to immediate boss as per enterprise regulations.	1.64	Not Prepared
23. Handle carefully the intoxicated guest lying on the floor by not touching. Instead watches him in line with enterprise practice.	1.76	Less Prepared
24. Sought immediate assistance from hotel security personnel for the situations that poses a threat to safety and security according to enterprise procedure.	2.02	Less Prepared
25. Comply with legislative requirements as per alcoholic regulations.	1.56	Not Prepared
26. Deal with intoxicated persons and underage drinkers with caution and care in compliance with legal regulations	1.79	Less Prepared

and in line with industry practice.		
27. Analyze and apply procedures carefully and explains politely to the guest the situation using appropriate communication skills and in accordance with organizational policy.	1.78	Less Prepared
OVERALL MEAN:	2.16	Less Prepared
INDICATORS:	Range	Descriptive Interpretation
	3.26-4.00	Highly Prepared
	2.51-3.25	Prepared
	1.76-2.50	Less Prepared
	1.00-1.75	Not Prepared

Student’s Level of Readiness in Providing Laundry Service

Table 2.4 presents the analysis of data of the respondents’ readiness in terms of providing laundry service.

In providing laundry service, the presentation revealed the highest mean is item no. 2 “Pick up In-house items in accordance with enterprise requirements.’ with a weighted mean of 2.72 interpreted as “Prepared”. However, the lowest weighted mean of 1.4 is item no. 11 “Complete correct pressing and finishing process in accordance with textile characteristics and client requirements” and interpreted as “Not Prepared”. Hence, the findings showed an overall mean of 2.14, interpreted as “Less Prepared”. In line with these results, students are less prepared in providing laundry service. It is a challenge for them to use cleaning agents and chemicals in accordance with manufacturer’s instructions and specific laundry equipment’s and so with offering assistance politely to intoxicated guest in line with enterprise procedure. According to Poulston (2008) poor training is associated with workplace problems and improving training is likely reduce problems and improves the performance of a person.

Generally, students are less prepared in all areas of housekeeping. Pinto (2013), underlined the learning by doing process and emphasized that any hotel school or any educators can relate this to their teaching and learning process. Practical experience would begin to better comprehend knowledge being delivered to the students. The teaching and learning will be more effective if hotel school students are exposed to real working conditions by practically applying their knowledge.

In addition, Hyland (2012) explained that actual demonstration is very effective training method that involves a trainer showing a participant how to perform a task or activity. Through an actual demonstration, trainer may also explain reasoning behind certain actions or provide supplementary information to help facilitate understanding.

Table 2.4
Students Level of Readiness in Providing Laundry Service
N= 80

Providing Laundry Service	WM	Descriptive Interpretation
1. Pick up guest clothes in accordance with enterprise requirements.	2.71	Prepared
2. Pick up In-house items in accordance with enterprise requirements.	2.72	Prepared
3. Sort and count items correctly according to cleaning process required and urgency of the item.	2.36	Less Prepared
4. Check for stains and treats items for laundering using the correct process.	2.54	Prepared
5. Checks for possible valuables inside the pocket.	2.48	Less Prepared
6. Select laundry methods in accordance with textile labeling codes and based on fiber and fabric, dye fastness, degree of spoilage and washing instructions.	1.5	Not Prepared
7. Operate laundry equipment in accordance with manufacturer's instructions.	2.6	Prepared
8. Record damage arising from the laundering process and appropriate person(s) is/are notified in accordance with	2.61	Prepared

establishment procedures.		
9. Use cleaning agents and chemicals in accordance with manufacturer's instructions and specific laundry equipment's.	2.5	Less Prepared
10. Check items after the laundering process to ensure quality cleaning.	2.56	Prepared
11. Complete correct pressing and finishing process in accordance with textile characteristics and client requirements.	1.4	Not Prepared
12. Perform post cleaning laundry activity in accordance with enterprise requirements.	1.43	Not Prepared
13. Check results of cleaning and appropriate additional action is taken.	2.5	Less Prepared
14. Process internal record and billing instructions in accordance with enterprise procedures.	2.59	Prepared
15. Produce necessary internal laundry reports.	1.65	Not Prepared
16. Deliver guest clothes in accordance with enterprise requirements.	2.58	Prepared
17. Deliver in-house items in accordance with enterprise requirements.	2.64	Prepared
18. Assess level of intoxication of guest in accordance with industry procedure.	1.78	Less Prepared
19. Offer assistance politely to intoxicated guest in line with enterprise procedure.	1.71	Not Prepared
20. Refer urgently difficult situation to immediate boss as per enterprise regulations.	1.89	Less Prepared
21. Handle carefully the intoxicated guest lying on the floor by not touching. Instead watches him in line with enterprise practice.	1.62	Not Prepared
22. Seek immediate assistance from hotel security personnel for the situations that posing a threat to safety and security according to enterprise procedure.	1.98	Less Prepared
23. Analyze and apply procedures carefully and explains politely to the guest the situation using appropriate communication skills and in accordance with organizational policy.	1.79	Less Prepared
24. Deal with intoxicated persons and underage drinkers with caution and care in compliance with legal regulations and in line with industry practice.	1.78	Less Prepared
25. Comply with legislative requirements as per alcoholic regulations.	1.69	Less Prepared
OVERALL MEAN:	2.14	Less Prepared

INDICATORS:	Range	Descriptive Interpretation
	3.26-4.00	Highly Prepared
	2.51-3.25	Prepared
	1.76-2.50	Less Prepared
	1.00-1.75	Not Prepared

Chapter 3

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

This chapter deals with the summary of the study, discussion of the findings, the conclusions drawn and recommendations made as an outgrowth of this study based on the gathered data, which were analyzed and interpreted in the preceding chapter.

Summary of Findings

Demographic Profile of the Respondents

This study revealed that the respondents were mostly of legal age, belonging to the 18-20 age group, predominantly females. Most of them are single and are in their third year of studies in college.

Students Level of Readiness in Providing Butler Service

In terms of providing butler service, the tabulated responses obtained an overall mean of 1.89 describe as "Less Prepared". This implies that students are less prepared in providing butler service.

Students Level of Readiness in Providing Housekeeping to Guests

In providing housekeeping to guests, the obtained overall mean was 2.09 interpreted as "Less Prepared". The study revealed that the students are also less prepared in providing housekeeping to guests.

Students Level of Readiness in Cleaning Public Areas

In terms of cleaning public areas, the overall mean was 2.16 interpreted as "Less Prepared". This also implies that students are less prepared in cleaning public areas.

2.4 Students Level of Readiness in Providing Laundry Service

In providing laundry service, it got an overall mean of 2.14 described as "Less Prepared". This study found out that the students are less prepared in providing laundry service.

Conclusions

The researchers concluded that the students are less prepared in various areas of housekeeping such as providing butler service, providing housekeeping to guests, cleaning public areas, and providing laundry service. The students need actual demonstrations and trainings in order for them to be highly prepared in housekeeping assessment and acquire competence that leads success into their future job.

Recommendations

On the basis of findings, the following recommendations are drawn.

1. The Higher Educational Institution may consider giving limited face to face where students are able to perform actual demonstrations and trainings in housekeeping areas and where teachers may assess their performance and giving the students enough time.
2. The Curriculum Maker might propose weekly workshops which includes hands on activities and skill test where the students might be able to determine their skill level and might improve.
3. The School Academe may consider adding equipment's in housekeeping where the students able to familiarize and identify its purpose.
4. The students must also participate, focus, give time and exert efforts in terms of discussion, actual demonstration, training, weekly workshops that might improve their competency.

STUDENT'S PERCEPTION ON THEIR READINESS IN HOUSEKEEPING A.Y. 2021-2022

Proposed Action Plan

Rationale

Housekeeping is an operational department in a hotel, which is responsible for cleanliness, maintenance, aesthetic upkeep of rooms, public area, back area and surroundings. A qualified housekeeper plays an essential role in maintaining the hotel standards of cleanliness and surrounding appearance. Hospitality Management courses aims to produce a graduate that is competent in performing and maintaining various competencies in housekeeping services for guest and facility operation.

In this, the researchers found out that the students are "not prepared" in some activities in the areas of providing butler/valet service, providing housekeeping to guest, cleaning public areas and providing laundry services. Hence, actual demonstration and trainings are recommending approach by the researchers to enhance student's competency in housekeeping activities.

Table 3

**STUDENT'S PERCEPTION ON THEIR READINESS IN HOUSEKEEPING
A.Y. 2021-2022
Proposed Action Plan**

Problem	Activities	Person Responsible
1. Providing Butler/Valet Service	Actual demonstrations and trainings on; Following valet grooming and communication in accordance with establishment standards, handling and dealing carefully the intoxicated guest and underage drinkers and complying with legislative requirements as per alcoholic regulations.	Students and Teachers
2. Providing Housekeeping to Guests	Removing from guest room requested items, advice guest on services and items available, liaise with other staff and department, identifying accurately supplies for trolleys and selects sufficient numbers, accessing rooms, strip beds and mattresses, pillows and linens are check for stains, cleaning rooms in correct order and with minimum disruption to guest, checking	Students and Teachers

	,replenish, replacing room supplies, identifying pests promptly and appropriate action is taken, assessing level of intoxication and offer assistance politely and complying legislative requirements as per alcoholic regulations and in establishments standards.	
3. Cleaning Public Areas	Storing and controlling chemicals in accordance with health and safety requirements, offering assistance politely to intoxicated guest in line with enterprise procedure, refer urgently difficult situation to immediate boss as per enterprise regulations and complying with legislative requirements as per alcoholic regulations	Students and Teachers
4. Providing Laundry Service	Selecting laundry methods in accordance with textile labeling codes and based on fiber and fabric, dye fastness, degree of spoilage and washing instructions, completing correct pressing and finishing process in	Students and Teachers

	<p>accordance with textile characteristics and client requirements, performing post cleaning laundry activity in accordance with enterprise requirements, produce necessary internal laundry reports, offering assistance politely to intoxicated guest in line with enterprise procedure, and handling carefully the intoxicated guest lying on the floor by not touching. Instead watches him in line with enterprise practice.</p>	
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A. PROVIDE BUTLER/VALET SERVICE				
I can:	Highly Prepared (4)	Prepared (3)	Less Prepared (2)	Not Prepared (1)
<ul style="list-style-type: none"> Define role of valet in accordance with establishment standards*. 				
<ul style="list-style-type: none"> Prepare and delivers valet services. 				
<ul style="list-style-type: none"> Record valet services. 				
<ul style="list-style-type: none"> Enhance rapport establish and feelings of goodwill between the guest and the establishment through principles of good communication. 				
<ul style="list-style-type: none"> Access and utilize knowledge of individual guest's record to provide personalized and quality valet service. 				
<ul style="list-style-type: none"> Follow valet grooming and communication in accordance with establishment standards. 				
<ul style="list-style-type: none"> Set the guest luggage in a room in accordance with guest instructions. 				
<ul style="list-style-type: none"> Prepare and present guest clothes appropriately ready for guest use. 				
<ul style="list-style-type: none"> Clean shoes correctly as per guest instruction. 				
<ul style="list-style-type: none"> Assess level of intoxication of guest in accordance with industry procedure. 				
<ul style="list-style-type: none"> Offer assistance politely to intoxicated guest in line with enterprise procedure. 				
<ul style="list-style-type: none"> Refer urgently difficult situation to immediate boss as per enterprise regulations. 				

I can:	Highly Prepared (4)	Prepared (3)	Less Prepared (2)	Not Prepared (1)
<ul style="list-style-type: none"> Handle carefully the intoxicated guest lying on the floor by no It touching instead watches him in line with enterprise practice. 				
<ul style="list-style-type: none"> Sought immediate assistance from hotel security personnel for the situations that poses a threat to safety and security according to enterprise procedure. 				
<ul style="list-style-type: none"> Analyze and apply procedures carefully and explain politely to the guest the situation using appropriate communication skills and in accordance with organizational policy. 				
<ul style="list-style-type: none"> Deal with intoxicated persons and underage drinkers with caution and care in compliance with legal regulations and in line with industry practice. 				
<ul style="list-style-type: none"> Comply with legislative requirements as per alcoholic regulations. 				

B. PROVIDE HOUSEKEEPING TO GUESTS				
I can:	Highly Prepared (4)	Prepared (3)	Less Prepared (2)	Not Prepared (1)
<ul style="list-style-type: none"> Accept and record guest/staff housekeeping requests and service delivery in accordance to enterprise policies and procedure. 				

I can:	Highly Prepared (4)	Prepared (3)	Less Prepared (2)	Not Prepared (1)
<ul style="list-style-type: none"> Confirm and note details of requests made in accordance with enterprise procedures. 				
<ul style="list-style-type: none"> Made apology where a request has arisen from a delayed delivery of service. 				
<ul style="list-style-type: none"> Refer requests not related to housekeeping to appropriate department. 				
<ul style="list-style-type: none"> Identify service/item obtained through liaison with other staff in accordance with enterprise procedures. 				
<ul style="list-style-type: none"> Locate and deliver required items to guest room in accordance with enterprise procedures. 				
<ul style="list-style-type: none"> Set up equipment in guest room in accordance with the request of the guest. 				
<ul style="list-style-type: none"> Remove from guest room requested items in accordance with enterprise procedures. 				
<ul style="list-style-type: none"> Advise guest on services and items available through housekeeping department. 				
<ul style="list-style-type: none"> Advise guest on use of items delivered to guest room. 				
<ul style="list-style-type: none"> Demonstrate to guest the proper use of delivered item to the guest room. 				
<ul style="list-style-type: none"> Liaise with other staff and department to provide support services. 				
<ul style="list-style-type: none"> Select correct cleaning, supplies and equipment required for servicing rooms and prepared for use. 				

I can:	Highly Prepared (4)	Prepared (3)	Less Prepared (2)	Not Prepared (1)
<ul style="list-style-type: none"> Identify accurately supplies for trolleys and selects or orders in sufficient numbers in accordance with establishment procedures. 				
<ul style="list-style-type: none"> Safely load trolleys with adequate supplies in accordance with establishment procedures. 				
<ul style="list-style-type: none"> Identify correctly rooms requiring service based on information supplied to housekeeping staff. 				
<ul style="list-style-type: none"> Access rooms in accordance with the establishment's customer service and security procedures. 				
<ul style="list-style-type: none"> Strip beds and mattresses, pillows and linen are check for stains and damage rooms are check whether guests left any valuables. 				
<ul style="list-style-type: none"> Segregate immediately Items with stains and forward to the Laundry Department for proper processing. 				
<ul style="list-style-type: none"> Replace bed linens in accordance with establishment standards and procedures. 				
<ul style="list-style-type: none"> Clean and check all furniture, fixtures and fittings in accordance with establishment procedures and hygiene/safety guidelines. 				
<ul style="list-style-type: none"> Check, replenish or replace room supplies, in accordance with establishment standards. 				

I can:	Highly Prepared (4)	Prepared (3)	Less Prepared (2)	Not Prepared (1)
<ul style="list-style-type: none"> Identify pests promptly and appropriate action is taken in accordance with safety and establishment procedures. 				
<ul style="list-style-type: none"> Check rooms for any defects and are accurately reported in accordance with establishment procedures. 				
<ul style="list-style-type: none"> Record damage items are in accordance with establishment procedures. 				
<ul style="list-style-type: none"> Report promptly any unusual or suspicious person, item or occurrence in accordance with establishment procedures. 				
<ul style="list-style-type: none"> Collect and store guest's belongings left in vacated rooms in accordance with lost and found establishment procedures. 				
<ul style="list-style-type: none"> Clean trolleys and equipment after use in accordance with safety and establishment procedures. 				
<ul style="list-style-type: none"> Store correctly all items in accordance with establishment procedures. 				
<ul style="list-style-type: none"> Assess level of intoxication of guest in accordance with industry procedure. 				
<ul style="list-style-type: none"> Refer urgently difficult situation to immediate boss as per enterprise regulations. 				
<ul style="list-style-type: none"> Handle carefully the intoxicated guest lying on the floor by not touching instead watches him in line with enterprise practice. 				

I can:	Highly Prepared (4)	Prepared (3)	Less Prepared (2)	Not Prepared (1)
<ul style="list-style-type: none"> Sought immediate assistance from hotel security personnel for the situations that poses a threat to safety and security according to enterprise procedure. 				
<ul style="list-style-type: none"> Deal with intoxicated persons and underage drinkers with caution and care in compliance with legal regulations and in line with industry practice. 				
<ul style="list-style-type: none"> Comply with legislative requirements as per alcoholic regulations. 				

C. CLEANING PUBLIC AREAS

I can:	Highly Prepared (4)	Prepared (3)	Less Prepared (2)	Not Prepared (1)
<ul style="list-style-type: none"> Select equipment according to type of cleaning to be done. 				
<ul style="list-style-type: none"> Check all equipment if clean and in safe working condition prior to use. 				
<ul style="list-style-type: none"> Select and prepare suitable dry and wet cleaning agents and chemicals in accordance with manufacturers and relevant occupational health and safety requirements. 				
<ul style="list-style-type: none"> Select and use protective clothing where necessary. 				
<ul style="list-style-type: none"> Assess use furniture, fixtures, ceilings and walling materials. 				
<ul style="list-style-type: none"> Select appropriate cleaning equipment and chemicals in accordance with the type of material used. 				

I can:	Highly Prepared (4)	Prepared (3)	Less Prepared (2)	Not Prepared (1)
<ul style="list-style-type: none"> Apply cleaning technique on furniture and walling materials in accordance with type of material used. 				
<ul style="list-style-type: none"> Apply appropriate procedures in accordance with the technique. 				
<ul style="list-style-type: none"> Prepare wet and dry areas for cleaning and hazards are identified and assessed. 				
<ul style="list-style-type: none"> Prepare wet and dry areas for cleaning and hazards are identified and assessed. 				
<ul style="list-style-type: none"> Clean and store equipment and chemicals properly in accordance with manufacturer's specifications and requirements. 				
<ul style="list-style-type: none"> Barricade or warning signs place in the work area as appropriate, to reduce risk to colleagues and customers. 				
<ul style="list-style-type: none"> Select and apply cleaning agents or chemicals on specific areas in accordance with manufacturer's recommendations, safety procedures and establishment policies and procedures. 				
<ul style="list-style-type: none"> Use safe equipment in accordance with manufacturer's recommendations. 				
<ul style="list-style-type: none"> Dispose of garbage and use chemicals in accordance with hygiene, safety and environmental legislation requirements. 				

I can:	Highly Prepared (4)	Prepared (3)	Less Prepared (2)	Not Prepared (1)
<ul style="list-style-type: none"> Clean equipment after use in accordance with enterprise requirements and manufacturer's instructions. 				
<ul style="list-style-type: none"> Identify and report defects in accordance with establishment procedures. 				
<ul style="list-style-type: none"> Carry out routine preventive maintenance or arranged in accordance with enterprise procedures. 				
<ul style="list-style-type: none"> Store equipment in the designated area and in a condition ready for re-use. 				
<ul style="list-style-type: none"> Store and control chemicals in accordance with health and safety requirements. 				
<ul style="list-style-type: none"> Assess level of intoxication of guest in accordance with industry procedure. 				
<ul style="list-style-type: none"> Offer assistance politely to intoxicated guest in line with enterprise procedure. 				
<ul style="list-style-type: none"> Refer urgently difficult situation to immediate boss as per enterprise regulations. 				
<ul style="list-style-type: none"> Handle carefully the intoxicated guest lying on the floor by not touching. Instead watches him in line with enterprise practice. 				
<ul style="list-style-type: none"> Sought immediate assistance from hotel security personnel for the situations that poses a threat to safety and security according to enterprise procedure. 				

I can:	Highly Prepared (4)	Prepared (3)	Less Prepared (2)	Not Prepared (1)
<ul style="list-style-type: none"> Deal with intoxicated persons and underage drinkers with caution and care in compliance with legal regulations and in line with industry practice. 				
<ul style="list-style-type: none"> Analyze and apply procedures carefully and explains politely to the guest the situation using appropriate communication skills and in accordance with organizational policy. 				
<ul style="list-style-type: none"> Comply with legislative requirements as per alcoholic regulations. 				

D. PROVIDE LAUNDRY SERVICE

I can:	Highly Prepared (4)	Prepared (3)	Less Prepared (2)	Not Prepared (1)
<ul style="list-style-type: none"> Pick up guest clothes in accordance with enterprise requirements. 				
<ul style="list-style-type: none"> Pick up In-house items in accordance with enterprise requirements. 				
<ul style="list-style-type: none"> Sort and count items correctly according to cleaning process required and urgency of the item. 				
<ul style="list-style-type: none"> Check for stains and treats items for laundering using the correct process. 				
<ul style="list-style-type: none"> Checks for possible valuables inside the pocket. 				
<ul style="list-style-type: none"> Operate laundry equipment in accordance with manufacturer's instructions. 				

I can:	Highly Prepared (4)	Prepared (3)	Less Prepared (2)	Not Prepared (1)
<ul style="list-style-type: none"> Select laundry methods in accordance with textile labeling codes and based on fiber and fabric, dye fastness, degree of spoilage and washing instructions. 				
<ul style="list-style-type: none"> Record any damage arising from the laundering process and appropriate person(s) is/are notified in accordance with establishment procedures. 				
<ul style="list-style-type: none"> Use cleaning agents and chemicals in accordance with manufacturer's instructions and specific laundry equipment. 				
<ul style="list-style-type: none"> Check items after the laundering process to ensure quality cleaning. 				
<ul style="list-style-type: none"> Complete correct pressing and finishing processes in accordance with textile characteristics and client requirements. 				
<ul style="list-style-type: none"> Perform post cleaning laundry activity in accordance with enterprise requirements. 				
<ul style="list-style-type: none"> Check results of cleaning and appropriate additional action is taken. 				
<ul style="list-style-type: none"> Process internal record and billing instructions in accordance with enterprise procedures. 				
<ul style="list-style-type: none"> Produce necessary internal laundry reports. 				
<ul style="list-style-type: none"> Deliver guest clothes in accordance with enterprise requirements. 				
<ul style="list-style-type: none"> Deliver in-house items in accordance with enterprise requirements. 				

I can:	Highly Prepared (4)	Prepared (3)	Less Prepared (2)	Not Prepared (1)
<ul style="list-style-type: none"> Assess level of intoxication of guest in accordance with industry procedure. 				
<ul style="list-style-type: none"> Offer assistance politely to intoxicated guest in line with enterprise procedure. 				
<ul style="list-style-type: none"> Refer urgently difficult situation to immediate boss as per enterprise regulations. 				
<ul style="list-style-type: none"> Handle carefully the intoxicated guest lying on the floor by not touching. Instead watches him in line with enterprise practice. 				
<ul style="list-style-type: none"> Sought immediate assistance from hotel security personnel for the situations that posing a threat to safety and security according to enterprise procedure. 				
<ul style="list-style-type: none"> Analyze and apply procedures carefully and explains politely to the guest the situation using appropriate communication skills and in accordance with organizational policy. 				
<ul style="list-style-type: none"> Deal with intoxicated persons and underage drinkers with caution and care in compliance with legal regulations and in line with industry practice. 				
<ul style="list-style-type: none"> Comply with legislative requirements as per alcoholic regulations. 				

Patterned from: Assessment Guide of TESDA



APPENDIX B

Republic of the Philippines
BOHOL ISLAND STATE UNIVERSITY
Zamora, Bilar, Bohol



Vision: A premier S & T university for the formation of a world – class and virtuous human resource for the sustainable development in Bohol and the country.

Mission: BISU is committed to provide quality higher education in the arts and sciences, as well as in the professional and technological fields; undertake research and development of Bohol and the country.

MARIETTA C. MACALOT, Ph. D.

Campus Director
BISU-Bilar Campus

Ma'am;

Good day!

We, the fourth-year students taking up Bachelor of Science in Hospitality Management at Bohol Island State University, Bilar Campus, Zamora, Bilar, Bohol presently conducting thesis entitled, **“STUDENT’S PERCEPTION ON THEIR READINESS IN HOUSEKEEPING A.Y. 2021-2022”** as a partial fulfillment of the subject.

In this connection, we would like to ask permission from your office to conduct this study.

Thank you and more power.

Respectfully yours,

RIZA MAE A. CALAMBA
Researcher

ASHLY JEAN FUENTES
Researcher

KAREN D. TALILI
Researcher

Noted by:

JERVILIZA A. ITEM
Research Adviser

Recommending Approval:

Approved by:

ARLEN B. GUDMALIN, Ph.D.

MARIETTA C. MACALOT, Ph.D.

Dean, CTAS

Campus Director



Republic of the Philippines
BOHOL ISLAND STATE UNIVERSITY
Zamora, Bilar, Bohol



DEPARTMENT OF HOSPITALITY MANAGEMENT AND INDUSTRIAL
TECHNOLOGY

**SURVEY QUESTIONNAIRE ON THE
“STUDENT’S PERCEPTION ON THEIR READINESS IN HOUSEKEEPING
A.Y. 2021-2022”**

To Our Dear Respondents,

The researchers are the college students of Bohol Island State University, Bilar Campus taking Bachelor of Science in Hospitality Management. The objective of this study is to gather data from the BSHM students to determine the level of readiness in housekeeping competency assessment. We kindly ask your approval to give your honest assessment using the criteria stated below. The researchers recognize the value of your time and sincerely appreciate your efforts on our behalf. Rest assured that your answer will be treated with at most confidentiality.

Thank you so much for bearing with us!

Respectfully yours,

RIZA MAE A. CALAMBA

Researcher

ASHLY JEAN FUENTES

Researcher

KAREN D. TALILI

Researcher

RAW DATA

PROFILE OF THE RESPONDENTS

Age	No. of Response
18-20	55
21 and above	25
Gender	
M	35
F	45
Year Level and Section	
2A	20
3A	20
3B	20
3C	20
Civil Status	
S	80
M	0

RAW DATA RESULTS

STUDENT'S PERCEPTION ON THEIR READINESS IN HOUSEKEEPING A.Y. 2021-2022

A. Providing butler service	Highly Prepared	Prepared	Less Prepared	Not Prepared	Total	Weighted Mean
Q1	0	14	46	20	80	1.94
Q2	0	15	41	24	80	1.89
Q3	0	9	45	26	80	1.79
Q4	0	15	42	23	80	1.9
Q5	0	10	51	19	80	1.89
Q6	0	0	41	39	80	1.51
Q7	0	15	55	10	80	2.06
Q8	0	44	36	0	80	2.55
Q9	3	48	28	1	80	2.66
Q10	0	3	47	30	80	1.69
Q11	0	7	49	24	80	1.79
Q12	0	7	47	26	80	1.76
Q13	0	7	46	27	80	1.75

Q14	0	9	45	26	80	1.79
Q15	0	14	44	22	80	1.9
Q16	0	4	46	30	80	1.68
Q17	0	0	50	30	80	1.63
						1.89

B. Providing Housekeeping to Guest	Highly Prepared	Prepared	Less Prepared	Not Prepared	Total	Weighted Mean
Q1	0	44	36	0	80	2.55
Q2	0	49	31	0	80	2.61
Q3	0	36	44	0	80	2.46
Q4	0	41	39	0	80	2.5
Q	0	36	44	0	80	2.45
Q6	0	36	44	0	80	2.45
Q7	0	0	31	49	80	1.39
Q8	0	0	48	32	80	1.6
Q9	0	0	41	39	80	1.51
Q10	0	0	46	34	80	2.58
Q11	0	0	38	42	80	2.475
Q12	0	0	37	43	80	1.463
Q13	0	0	33	47	80	2.41
Q14	0	0	47	33	80	1.59
Q15	0	0	41	39	80	2.513
Q16	0	0	33	47	80	2.413
Q17	0	0	47	33	80	1.5875
Q18	0	0	48	31	80	1.6
Q19	0	37	43	0	80	2.463
Q20	0	0	50	30	80	1.625
Q21	0	0	45	35	80	1.563
Q22	0	35	45	0	80	2.438
Q23	0	0	47	33	80	1.59
Q24	0	0	40	40	80	1.5
Q25	0	31	49	0	80	2.388
Q26	0	35	45	0	80	2.45
Q27	0	51	29	0	80	2.638
Q28	0	55	25	0	80	2.688
Q29	0	53	27	0	80	2.663
Q30	0	44	36	0	80	2.55
Q31	0	0	42	38	80	1.525
Q32	0	0	58	22	80	1.73
Q33	0	0	65	15	80	1.81

Q34	0	19	8	53	80	2.13
Q35	0	16	46	18	80	2.04
Q36	0	24	52	4	80	2.5
Q37	0	9	52	19	80	1.9
Q38	0	8	24	48	80	1.5
						2.09

C. Providing Cleaning Public Areas	Highly Prepaid	Prepared	Less Prepared	Not Prepared	Total	Weighted Mean
Q1	1	60	19	0	80	2.775
Q2	0	58	22	0	80	2.73
Q3	0	4	76	0	80	2.05
Q4	0	30	50	0	80	2.375
Q5	0	31	49	0	80	2.39
Q6	0	14	66	0	80	2.18
Q7	1	12	67	0	80	2.16
Q8	0	49	31	0	80	2.61
Q9	0	51	29	0	80	2.64
Q10	0	14	50	16	80	2
Q11	0	3	75	2	80	2
Q12	0	33	45	2	80	2.39
Q13	0	45	35	0	80	2.6
Q14	0	37	42	1	80	2.45
Q15	0	48	32	0	80	2.6
Q16	0	0	26	24	80	1.7
Q17	0	48	32	0	80	2.6
Q18	0	27	53	0	80	2.3
Q19	0	0	54	26	80	1.68
Q20	0	6	50	24	80	1.78
Q21	0	0	55	25	80	1.69
Q22	0	0	51	29	80	1.64
Q23	0	0	62	18	80	1.76
Q24	0	21	40	19	80	2.03
Q25	0	0	45	35	80	1.56
Q26	0	0	63	17	80	1.79
Q27	0	0	62	18	80	1.78
						2.16

D. Proving Laundry Service	Highly Prepared	Prepared	Less Prepared	Not Prepared	Total	Weighted Mean
Q1	0	57	23	0	80	2.71
Q2	0	58	22	0	80	2.73
Q3	0	32	48	0	80	2.36
Q4	0	43	37	0	80	2.54
Q5	0	38	42	0	80	2.48
Q6	0	40	40	0	80	1.5
Q7	0	49	31	0	80	2.6
Q8	0	49	31	0	80	2.61
Q9	0	40	40	0	80	2.5
Q10	0	45	35	0	80	2.56
Q11	0	48	32	0	80	1.4
Q12	0	0	34	46	80	1.4
Q13	0	40	40	0	80	2.5
Q14	0	47	33	0	80	2.588
Q15	0	0	52	28	80	1.65
Q16	0	46	34	0	80	2.58
Q17	0	52	28	0	80	2.64
Q18	0	5	51	24	80	1.78
Q19	0	7	43	30	80	1.71
Q20	0	10	51	19	80	1.89
Q21	0	6	38	36	80	1.63
Q22	0	12	36	14	80	2
Q23	0	6	63	23	80	1.79
Q24	0	9	44	27	80	1.78
Q25	0	4	47	29	80	1.69
						2.14

APPENDIX C

PHOTO DOCUMENTARY

ASSESSMENT ON THE LEVEL OF READINESS IN HOUSEKEEPING

SURVEY QUESTIONNAIRE ON THE 'ASSESSMENT ON THE LEVEL OF READINESS IN HOUSEKEEPING OF BSHM STUDENTS A.Y. 2021-2022'

To Our Dear Respondents:

The researchers are the college students of De La Salle University, Sike Campus, taking up Bachelor of Science in Hospitality Management. The objective of this study is to gather data from the BSHM students to determine the level of readiness in housekeeping competence assessment. As kindly ask you a approval to give your honest assessment using the criteria set below. The researchers appreciate the value of your time as:

Survey Results:

Age	No. of Response
18-20	14
21-30	9
Gender	
M	13
F	10
Section	
2A	4
3A	5
3B	12
3C	2
Civil Status	
S	23
M	0

23 responses

Who has responded?

Email:

- maryofamora@gmail.com
- gallencospipjane@gmail.com
- roldanano@gmail.com
- janibehrayasa@gmail.com

CURRICULUM VITAE

PERSONAL BACKGROUND

Name : Riza Mae A. Calamba
Citizenship : Filipino
Civil Status : Single
Age : 21
Address : Tagustusan, Balilihan, Bohol
Date of Birth : December 17, 1999
Father's Name : Conchita B. Calamba
Mother's Name : Algerico S. Calamba



EDUCATIONAL BACKGROUND

Elementary : Cogon-Tagustusan Elementary School
: Cogon, Balilihan, Bohol
: S.Y. 2011-2012
Secondary Junior : Hanopol National High School
: Sto. Niño Balilihan, Bohol
: S.Y. 2015-2016
Secondary Senior : Congressman Pablo Malasarte National High School
: Cabad, Balilihan, Bohol
: S.Y. 2017-2018
College : Bohol Island State University-Bilar Campus
Zamora Bilar Bohol
Achievement : NCII TOURISM PROMOTIONAL SERVICES
NCII COOKERY
NCII HOUSEKEEPING

PERSONAL BACKGROUND

Name : Ashly Jean, Fuentes
Citizenship : Filipino
Civil Status : Single
Age : 21
Address : San Vicente, Trinidad, Bohol
Date of Birth : January 24, 1999
Father's Name : Rolando Sanchez
Mother's Name : Marilyn Sanchez



EDUCATIONAL BACKGROUND

Elementary : San Vicente Elementary School
: San Vicente, Trinidad, Bohol
: S.Y. 2011-2012
Secondary Junior : Kinan-oan High School
: Kinan-oan, Trinidad, Bohol
: S.Y. 2015-2016
Secondary Senior : Kinan-oan High School
: Kinan-oan High School
: S.Y. 2017-2018
College : Bohol Island State University-Bilar Campus
Zamora Bilar Bohol
Achievement : NCII COOKERY
NCII HOUSEKEEPING

PERSONAL BACKGROUND

Name : Karen D. Talili
Citizenship : Filipino
Civil Status : Single
Age : 21
Address : Poblacion Vieja, Batuan, Bohol
Date of Birth : April 27 2000
Father's Name : Edwin R. Talili
Mother's Name : Elizabeth D. Talili



EDUCATIONAL BACKGROUND

Elementary : Lungsod Daan Elementary School
: Poblacion Vieja Batuan, Bohol
: S.Y. 2011-2012
Secondary Junior : Batuan National High School
: Poblacion Vieja Batuan, Bohol
: S.Y. 2015-2016
Secondary Senior : Batuan National High School
: Poblacion Vieja Batuan, Bohol
: S.Y. 2017-2018
College : Bohol Island State University-Bilar Campus
Zamora Bilar Bohol
Achievement : NCII Bread and Pastry
NCII COOKERY
NCII HOUSEKEEPING